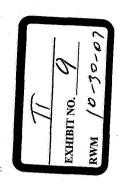
EXHIBIT 38

| | | | New Client O | New Client OnBoarding Checklist | |
|--------------|--|--|--|--|-----------|
| | | | Sale | Sales Cycle Phase | |
| | Perform | | | | Date |
| эр | After Step | Owner | Audience | Step Description C | Completed |
| | | Account Executive/Sales | | Send Product Validation Form to Customer (part of sales process) | |
| | - | Account Executive/Sales | | Receives Product Validation Form from customer and forwards it to VP of | |
| | • | | Services/Services Manager | Support Services | |
| | | Account Executive/Sales | VP of Support | Conference Call with Prospect to discuss onboarding information including: | |
| | | | Services/Services | Countries review, tax and regulatory update requirements. | |
| | | | Manager & Prospect | Download process - us/them or just us. | |
| | | | | Connectivity options - get process started. | |
| | | Services Manager | Prospect Primary | E-mail prospect information about steps to take prior to end of Oracle | |
| | | | Contact or Designant | maintenance. This is called 'Urgent Steps'. E-mail Prospect details on | |
| | | | | downloading information from Customer Connect and ordering software | |
| | | | | from Customer Care, Request Customer Connect ID and Password, | |
| | | | | Attach appropriate download documents. Only send the V5R3 or V5R4 | |
| | | | | World document if you have found that the client needs it. | a. |
| | | Conjoco Monosor | TNI Customor Systems | TN Customer Sustains Notific Sustains Administrator/Operations nemarcal on subort monds to be | |
| | | | Administrator/Operation | Administrator/Operation downloaded on clients behalf. They will need Customer Connect ID. | |
| | | | s personnel | Password, and Phone Number to download. | |
| Acres of the | | | | And the second second to the second s | |
| | 5 | Services Manager/PSE | Client Contact from | Setup Conference Call for Q&A on Download process if required. (Include | |
| | | | Step 4 | all contacts specified by Primary Contact) | |
| | | Services Manager/PSE | from: | Conduct Conference Call for Q&A on Download process if required. (have | |
| | | | Step 4 | the documents you sent to the client available during conference call) | - |
| | and the second second second second second | Contraction of the Contraction o | Control of the Contro | | |



Additional Prospect calls can occur during this phase